

Troubleshooting

Model: GX-3R, GX-3R Pro

■ Product abnormalities

Symptoms <Screen display>	Cause	Action
The power cannot be turned on.	The battery is depleted.	Charge the battery in a safe place at ambient temperatures between 0 °C and +40 °C.
	The POWER button was pressed for too short or too long a time.	To turn on the power, press the POWER button until the buzzer blips, and then release the button.
Abnormal operation	Disturbances due to sudden static electricity noise, etc.	Turn off the power once, and then turn it back on again.
Low battery voltage alarm indication <FAIL BATTERY>	Battery levels are low.	Turn off the power, and charge the battery in a safe place at ambient temperatures between 0 °C and +40 °C.
The power turns off immediately when it is turned on. <TURN OFF>	Battery levels are low.	Turn off the power, and charge the battery in a safe place at temperatures between 0 °C and +40 °C.
Air calibration is not possible. <FAIL SENSOR>	The product is not surrounded by fresh air.	Provide fresh air.
	The sensor sensitivity has degraded.	Contact distributor to request sensor replacement.
Bump testing is not possible.	The bump test gas concentration setting differs from the concentration of the bump test gas supplied.	Check to confirm that the bump test gas concentration setting matches the concentration of the bump test gas supplied.
	The sensor sensitivity has degraded.	Contact distributor to request sensor replacement.
Span adjustment is not possible. <FAIL SENSOR>	The calibration gas concentration setting differs from the concentration of the calibration gas supplied.	Check to confirm that the calibration gas concentration setting matches the concentration of the gas supplied.
	Indication value decrease due to a dry environment. (only for ESR-A1CP H2)	Allow the unit to stand overnight or more in an environment with sufficient humidity and then perform gas calibration again.
	The sensor sensitivity has degraded.	Contact distributor to request sensor replacement.
A sensor abnormality is indicated in measurement mode. <FAIL SENSOR>	The sensor sensitivity has degraded.	Contact Riken Keiki to request sensor replacement. (If "FAIL" appears in place of a measured value when the power is turned on, press the MODE button to reset the alarm. The gas sensors other than the faulty sensor can still be used.)
Clock abnormality <FAIL CLOCK>	Internal clock abnormality	Set the date and time. If this symptom occurs frequently, the internal clock may be faulty and must be replaced. Contact distributor.
Cannot access user mode.	Forgot user mode password.	Contact distributor.
The charge LED flashes alternately green and orange.	The temperature is outside the allowable charging temperature range.	Charge at ambient temperatures between 0 °C and +40 °C.

■ Reading abnormalities

Symptoms <Screen display>	Cause	Action
The reading rises (or drops) and remains unchanged.	Sensor drift	Perform air calibration.
	Presence of interference gases	It is difficult to completely eliminate the effects of interference gases. Contact distributor for information on countermeasures, such as interference gas removal filters.
	Slow leakage	They may be a very small leakage (slow leakage) of the detection target gas. Leaving this unresolved may lead to dangerous situations. Take the same action as for gas alarms.
	Environmental fluctuations	Perform air calibration.
A gas alarm is triggered even though there is no problem in the measuring environment.	Presence of interference gases	It is difficult to completely eliminate the effects of interference gases. Contact distributor for information on countermeasures, such as interference gas removal filters.
	Effects of noise	Turn off the power once, and then turn it back on again (restart). If similar symptoms recur frequently, take appropriate measures to address the noise source.
Slow response	Dust filter clogging	Replace the dust filter.
	The sensor sensitivity has degraded.	Contact distributor to request sensor replacement.